

How to upload a contribution file

About the Microsoft® Excel contribution process

Uploading a contribution file is an online process that allows you to submit Microsoft® Excel contribution files through the Plan Sponsor Services website. This feature also allows you to view submitted contributions and the banking information on file for contribution payments.

Before you begin

Prepare for submission

1. Create an Excel spreadsheet using your payroll information.
2. If you are using multiple worksheets, you must position the contribution being uploaded as the first worksheet.
3. Columns must contain consistent information (e.g. a column titled "member number" must only contain employee number).
4. Format member number cells as TEXT cells.
5. Use the same format for member numbers as when we enrolled your members. For example:
 - Enter information without dashes or spaces.
 - Include or exclude leading zeros, depending on your plan set up.
6. All data pertaining to each individual employee's contributions must appear in a single row.
7. Ensure spousal contributions are included in the applicable employee's row of data.
8. Once the spreadsheet is complete, save it with the **.xls** file extension in a folder that is accessible to administrators submitting the contribution.
 - Please do not put commas in the file name. We cannot download files whose names contain commas.

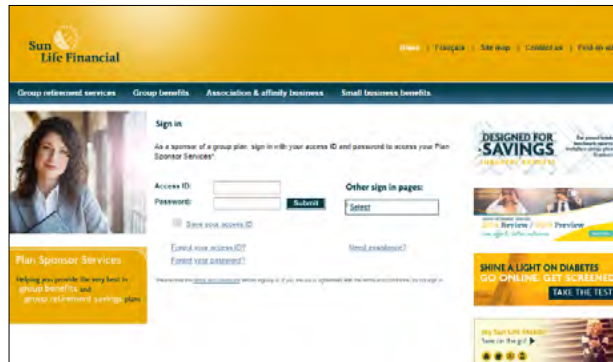
Helpful tips

- Open the file you are selecting for contribution in a separate window to view easily its details while you complete the submission.
- Remove complex formulas (see page 7 for more information).
- We will disregard subtotals if there are no member numbers in the subtotal rows.
- We will ignore header row(s) if there are no dollar values in any of the fields in the header row(s).
- Ensure you do not leave member numbers or contribution amounts blank, otherwise those rows will not record.



Access the feature

- Sign in to the Plan Sponsor Services website (**SunLife.ca/sponsor**) using your access ID and password. Select **Group Retirement Services**. Select **Upload a contribution file** from the **Administration** menu.
- If you are inactive on the Plan Sponsor Services website for longer than 18 minutes, the application will time out. You will have to return to the sign-in page to begin the process again.



Upload the contribution file

Follow **three steps** to upload your contribution file. You can cancel your contribution submission at any time during the process. All information collected, including the contribution file, will not save if you choose to cancel the submission.

STEP 1

Select your file

- Select the appropriate contribution group from the pull-down menu.
- Select the file to upload by selecting **Choose File**.
- Enter the start and end date of the contribution period in dd/mm/yyyy format, or by selecting the calendar image to enter the dates.
- Enter the first and last spreadsheet row numbers that contain plan member data. Be aware of any hidden rows/columns or freeze panes, and be sure to capture this data.
- Select **Continue**.

The screenshot shows the Sun Life Financial website interface for uploading a contribution file. The page title is "Upload a contribution file" with a "More information" link. The current step is "Step 1 of 3: Select your file".

The form includes the following fields and options:

- Select the contribution group:** A dropdown menu labeled "Select Transmission Group".
- Select the file to upload:** A button labeled "Choose File" and the text "No file chosen".
- Contribution period start date:** A text input field with a "dd/mm/yyyy" placeholder and a calendar icon.
- Contribution period end date:** A text input field with a "dd/mm/yyyy" placeholder and a calendar icon.
- Enter the first row number on the spreadsheet that contains plan member data:** A text input field.
- Enter the last row number on the spreadsheet that contains plan member data:** A text input field.

There are two calendar pop-ups visible on the right side of the form, one for March 2019 and one for April 2019. The April 2019 calendar has the 24th and 25th highlighted.

Below the form, there are two buttons: "Continue" and "Cancel".

Note:

- Contribution period dates can be within a range from six to 365 days. We accept contributions for up to two years back from the current date.
- If you have any questions see [more information](#), or contact your Sun Life Financial admin team.
- Files received and verified by 2 p.m. ET on a Sun Life Financial business day will be submitted same day. Requests received after 2 p.m. ET, on a weekend or a holiday will be submitted the next business day.

STEP 2

Confirm columns and payment

Part A: Confirm column headings

- Ensure the column letters (A, B, C, etc.) and the column headings that appear under these letters match those on your spreadsheet. Column headings are not case sensitive.
- If the columns match, select **Yes** to proceed to part B.
- If your columns do not match, you may edit your column letters to match your spreadsheet.

Future spreadsheets will carry the new column order. If you choose to return to the original setup, select **Cancel**.

Part B: Confirm totals

- Enter the totals for each column and click **Continue**.
- If there is a zero total for one column you need to enter "0.00"

Cancelling your submission at any time requires you to start over and use a new saved file with a new name.

Helpful tips

The contribution total does not update automatically. Make all your changes and click **Recalculate** total to review the final figures.

The screenshot shows the 'Upload a contribution file' page. Under 'Step 2 of 3: Confirm columns and payment', it asks 'Part A: Confirm column headings'. A table displays the following columns: A (Member Number), B (Member Name), C (RRSP (77795) / RRSP Member Voluntary), D (DPSP (77795) / Employer Required), E (RRSP (77795) / Member Voluntary Unmatched), and F (NREG (77795) / Member Voluntary Unmatched). Below the table, it asks 'Do these columns match your spreadsheet?' with 'Yes', 'No', and 'Cancel' buttons.

This screenshot is similar to the previous one but highlights the column letters A through F in the table header. Below the table, it asks 'Please edit your column letters to match your spreadsheet.' and provides 'Update' and 'Cancel' buttons.

The screenshot shows 'Part B: Confirm totals - Enter the totals for each column and select Continue.' Below the table from the previous steps, there is a 'Column totals' row with input fields for columns C, D, E, and F, containing values 800.00, 400.00, 400.00, and 800.00 respectively. At the bottom, there is a 'Contribution total' field with the value 2400.00 and a 'Recalculate total' button.

Part C: Confirm column headings

- Select your payment method.
- If the payment total is greater than the contribution total, provide details in the comment field.
- Click **Continue**.

Upload a contribution file [More information](#)

Step 2 of 3: Confirm columns and payment

A	B	C	D	E	F
		RSP (RRSP)	DRSP (RRSP)	RRSP (RRSP)	RRSP (RRSP)
Member Number	Member Name	RSP Member Voluntary	Employer Required	Member Voluntary Unmatched	Member Voluntary Unmatched
Column totals:		\$ 800.00	\$ 400.00	\$ 400.00	\$ 800.00
Contribution total:				\$ 2400.00	

Part C: Confirm payment - Enter payment details and select Continue.

Payment information

From Pre-authorized withdrawal:
Maximum Withdrawal Limit: \$ 100,000.00

From other payment amount (optional):
Provide details in the comment field below.
This may also include comments if the **payment total** is greater than **contribution total**.

Payment total:
Payment cannot be less than the Contribution total.

[Continue](#) [View banking information](#) [Cancel](#)

STEP 3

Confirm your email address and submit

Note: We will not reflect any changes to this email in any other Sun Life application.

You're done!

Upload a contribution file [More information](#)

Step 3 of 3: Confirm your e-mail address and send your file

If you submit your file before 2 p.m. ET, your file will be verified before the end of the business day. Otherwise, it will be verified by 8 a.m. ET the following business day. When your file is verified, an e-mail notification will be sent confirming a successful submission, or providing details if unsuccessful.

The e-mail notification will be sent to the e-mail address we have on file (see field below). If you want this notification sent elsewhere, provide a new e-mail address in the field below. Changing your address here does not change your e-mail address in any other Sun Life Financial applications.

E-mail address: john.sample@sunlife.com

If this e-mail address is incorrect, please change it now. An e-mail address must be entered to receive a confirmation e-mail.

Note:

- To send your contribution remittance, select **Submit**
- To cancel your contribution remittance and not proceed, please select "Cancel". All information collected, including your file will not be uploaded or saved.

[Submit](#) [Cancel](#)

View submitted contributions

Successfully submitted contribution files are available online for 25 months from the day of submission. Cancelled files are available for two months, while error files for one month.

Go to **View submitted contributions** from the **Administration** menu. To access file submission history.

Sun Life Financial

Home Group Retirement Services Reports Administration Investments Loans & Information Site Map Help Contact us Profile Sign out

View submitted contributions

Select the contribution group: CF Managino - RRSP

Select the contribution files you wish to view:

File submission	Status	Confirmation number	File name	Processed by	Contribution period	Payment method	Contribution total (\$)
09 Sep 2013 10:27:22 ET	Submitted	---	Book1 - Copy.xls	Test Id	05 Aug 2013 to 25 Sep 2013	P.A.W	\$ 5.00
30 Aug 2013 09:45:32 ET	Processed	W04XXT	TFI RRSP PP17 Submitted.xls	Test Id	28 Jul 2013 to 10 Aug 2013	P.A.W	\$ 350.00
20 Aug 2013 16:19:00 ET	Processed	W04XVE	RRSP PP16a.xls	Test Id	14 Jul 2013 to 27 Jul 2013	P.A.W	\$ 2,220.00

Need assistance

Please contact Sun Lifes Sponsor Care Centre at **1-800-387-7262**, any business day from 8:30 a.m. to 4:30 p.m. ET, or contact your Sun Life Group Retirement Services representative

Helpful information

Contributions submitted twice or an incorrect file submitted

If you have submitted an incorrect or duplicate file, please call your Sun Life representative.

Characters in numerical cells

Characters, such as commas or dashes, in a numerical contribution cell will cause an error and your file will not balance. Before submission, please check that only numbers appear in the numerical value cells.

Column set-up

Column descriptions on the website default to the previous submission. It is important to ensure the column descriptions match your current spreadsheet.

Complex formulas

Pulling information from other spreadsheets stored elsewhere will cause your file to fail. You must adjust your spreadsheet, removing any formulas that require a lookup to another spreadsheet and then resubmit your file.

Member number

Member numbers must be populated on your spreadsheet in the agreed-upon format in TEXT format cells. The website will not read rows where member numbers are missing.

Multiple worksheets

A worksheet is a tab within an Excel spreadsheet. You need to save multiple worksheets, or tabs, in separate files and upload them individually, since only the first worksheet in any uploaded spreadsheet will be read.

Negative contributions

Before submitting a negative contribution, please validate that the member has a positive account balance. We will review member contributions that are negative for legislative compliance, and we will process any pre-authorized withdrawal payment.

Over payment / under payment

Please call your Sun Life administration team.

Pre-authorized withdrawal

If the contribution being processed exceeds your pre-authorized withdrawal limit, please call your Sun Life representative.

Product description changes

If you require a product description change or addition, please call your Sun Life representative.

Totals unmatched

If totals appear to be unmatched, remember that Excel may automatically round some numbers in your totals.

Zero balances

Remember to place zeros or leave cells blank when there are zero balances. Do not use dashes, or an error will occur.

Viewing historical data

This screen will display a directory of contributions submitted in date order. General information will include payroll group, grand total, contribution period, status and originator of process. To view detailed information, select the date of the file you wish to view.

